

Final
Department of Administrative Services (DAS)
Technology Customer Council Bylaws

ARTICLE 1. NAME

The name of this council shall be the Department of Administrative Services Customer Council, hereafter referred to as DAS Customer Council.

ARTICLE 2. PURPOSE

The DAS Customer Council acts as a governing board for those services that have been designated as "utilities" in the development of entrepreneurial management in Iowa state government. Three separate councils will exist: Technology, Human Resources, and General Services.

In its capacity as a governing board, the Customer Council will ensure that utility services provide effective and efficient quality service that benefits customer departments and the citizens they serve.

More specifically, the Customer Council:

1. Approves level of utility service;
2. Reviews and comments on the provider's customer satisfaction data and information;
3. Gathers its own customer input, as desired;
4. Approves general service level agreement boilerplate terms, including service standards and redress mechanisms;
5. Review and approve financial statement and business plan for utility services;
6. Approves rates and prices; and
7. Participates in complaint resolution process;
8. Advises DAS leadership on related issues as requested.

ARTICLE 3. GUIDING PRINCIPLES

The DAS Customer Council members will:

1. Conduct themselves as professionals;
2. Treat each other respectfully;
3. Work to develop mutual trust;
4. Practice active listening;
5. Openly share opinions and expertise;
6. Work for the common good of the enterprise;
7. Strive for quality decisions within timeframes provided;
8. Consider the needs of the customer first;
9. Evaluate the Council's effectiveness;
10. Provide DAS information on all data collected; and
11. Use Roberts Rules of Order (Revised).

ARTICLE 4. MEMBERSHIP

Section 1. DAS Customer Council membership shall consist of one (1) public member, one (1) union member representing state employees, nine (9) state agency representative members, judicial and legislative representation may chose to participate, and Ex-officio nonvoting member(s).

Section 2. The nine (9) state agency representatives will consist of three individuals from large agencies (greater than seven hundred (700) employees), three individuals from medium sized agencies (with the number of employees between seventy (70) and seven hundred (700), and three individuals from small agencies (less than seventy (70) employees). Also, may have a judicial branch member if services are provided to judicial branch and a legislative branch member, if services provided to legislative branch.

Section 3. State agency members will participate in the council by requesting input and support from the group they represent.

Section 4. Term of membership. Each member will serve a two-year term; however, to ensure continuity of council functions, the first term for one representative of a large agency, one representative of a medium-sized agency, and two representatives of small agencies will be a 12-month term. The agencies filling the initial 12-month terms shall be selected by vote of the agencies in each respective size group. Initial membership terms shall begin on July 1, 2003.

Section 5. Substitutes for absent members will not be allowed. Members may attend by telephone or other electronic means. Designated agency alternates, selected by the agency's director, will be allowed and will have voting rights only when the appointed member is not available.

Section 6. Members can participate in voting if they are present at the meeting or attending the meeting by phone or by other electronic means.

Section 7. Each member is expected to attend and actively participate in meetings. Ex-officio members may participate and confer with members but have no voting rights.

Section 8. DAS Information Technology Enterprise shall provide a staff person to take notes at the meetings and produce minutes that will be distributed to all members.

ARTICLE 5. OFFICERS AND STAFF

Section 1. The elected officers of the DAS Customer Council shall be the chairperson and vice chairperson.

Section 2. Officers shall be elected annually by a quorum of the voting members.

ARTICLE 6. DUTIES OF OFFICERS

Section 1. The chairperson shall preside at all meetings of the DAS Customer Council.

Section 2. The vice chairperson will assist the chairperson in the discharge of the chairperson's duties as requested and, in the absence or inability of the chairperson to act, shall perform the chairperson's duties.

ARTICLE 7. COMMITTEES

Section 1. Chair may authorize or dissolve committees as needed to complete the charter of the DAS Customer Council.

Section 2. Individuals who are members of the DAS Customer Council and individuals who are not members of DAS Customer Council may be appointed by the chairperson to serve on committees.

Section 3. Committee shall organize themselves to be effective.

Section 4. Committees shall provide feedback to the chairperson and DAS Customer Council at the council's request.

Section 5. Committees shall meet, discuss, study and/or resolve assigned issues as needed.

ARTICLE 8. MEETINGS

Section 1. DAS Customer Council shall determine frequency and time of meetings.

Section 2. Agenda items shall be solicited from the members in advance of an upcoming meeting.

Section 3. Notice of meetings, including date, time and location of the meeting, shall be sent electronically five (5) business days prior to the meeting date.

Section 4. An agenda, including those items requiring action, shall be provided five (5) business days prior to the meeting to council members and customers. The agenda should also include any information necessary for discussion at the upcoming meeting.

Section 5. A quorum is two-thirds of voting members.

ARTICLE 9. VOTING

Section 1. Each member has one vote. A quorum of the members voting shall determine the outcome of the issue being voted upon.

Section 2. DAS Customer Council bylaws may be amended by a quorum vote of all voting members.

ARTICLE 10. ADMINISTRATION

Section 1. The DAS Chief Operating Officer, in conjunction with the chairperson, shall keep the official current and complete books and records of the decisions, members, actions, meeting minutes, and obligations of the DAS Customer Council.

Section 2. The DAS Chief Operating Officer will inform customers of any customer council decision effecting rates and services within five (5) business days.

Section 3. The chairperson shall coordinate meeting notices and locations, and shall keep a record of names and addresses, including E-mail addresses, of the members of the DAS Customer Council.

Section 4. Any member of the DAS Customer Council may inspect all books and records for good purposes at a reasonable time and location.

ARTICLE 11. PARLIAMENTARY PROCEDURE

Section 1. Meetings should be conducted using Robert's Rules of Order (Revised).

Section 2. The chairperson may elect to use the vice chairperson as parliamentarian.